

# 2019–2020 Information and Registration **BULLETIN** for the revised *TOEFL*® Paper-delivered Test

This *Bulletin* is for the revised *TOEFL*® Paper-delivered Test **only**. Information about *TOEFL iBT*® testing is in a separate *Bulletin*.

Read this *Bulletin* carefully. For test locations and dates, institution codes and other information, visit the Test Takers section of the *TOEFL*® website at [www.ets.org/toefl](http://www.ets.org/toefl).

Policies in this *Bulletin* are in effect from July 1, 2019 to June 30, 2020 and are subject to change without notice.



## IMPORTANT!

The revised *TOEFL* Paper-delivered Test is offered only in locations where testing via the internet is not available. All *TOEFL* test scores will remain valid for 2 years after your test date.

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**Please read this *Bulletin* carefully and completely before taking the revised TOEFL® Paper-delivered Test.** The contents, terms and conditions of this *Bulletin* form a legally binding contract between you and ETS, and by registering for and/or taking the test, you agree to be bound by these terms and conditions.

The TOEFL® Program does not operate, license, endorse or recommend any schools or study materials that claim to prepare people for the test in a short time or that promise them high scores on the test. The TOEFL Program does not endorse and is not responsible for the unauthorized activities of any independent enterprise that purports to offer local services to facilitate registration for the test. The TOEFL Program assumes no liability for the failure to provide any unauthorized services.

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ETS administers the test under the general direction of a board that was established by and is affiliated with the College Board and the Graduate Record Examinations Board. ETS is an Equal Opportunity/Affirmative Action Employer.

The policies and procedures explained in this *Bulletin* are effective only for the 2019-20 testing year and supersede previous policies and procedures. The fees, terms and conditions in this *Bulletin* are subject to change without notice. See the TOEFL website for the most up-to-date information.

# The revised TOEFL® Paper-delivered Test at a Glance

## Registration

- The best way to register for the TOEFL test is online at [www.ets.org/toefl](http://www.ets.org/toefl). Test centers can fill up quickly, so register early to get the test date and location you want. Registration opens 3-4 months prior to the test date.
- To register online, you need a credit/debit card, a PayPal® account, or an e-check drawn on a U.S. bank. There are restrictions on the payment methods accepted for certain locations. Check the website at [www.ets.org/toefl/ibt/about/fees](http://www.ets.org/toefl/ibt/about/fees).
- If you cannot register online, download and complete the Registration Form at [www.ets.org/toefl/rpdt/about/bulletin/](http://www.ets.org/toefl/rpdt/about/bulletin/). Mail the form and payment to the address on the form. You can use a debit/credit card, a check or money order (U.S. currency only), or the Western Union Quick Pay<sup>SM</sup> service.
- See page 28 for test dates and registration deadlines.
- You will be required to bring valid, acceptable identification (ID) to the test center. ID requirements depend on where you plan to test and your citizenship. See [www.ets.org/toefl/ibt/register/id](http://www.ets.org/toefl/ibt/register/id) for details. Make sure the name you use when you register **matches exactly** the name on the ID you will bring to the test center. Without proper ID, you will not be permitted to test and your test fee will not be refunded.

## Test Takers with Disabilities or Health-related Needs

- ETS is committed to serving test takers with disabilities or health-related needs by providing services and accommodations that are reasonable and appropriate given the purpose of the test. If you are requesting testing accommodations, including oral instructions for directions, **you must request the accommodations through ETS Disability Services and have them approved before you can register for the test.**
- The *TOEFL Bulletin Supplement for Test Takers with Disabilities or Health-related Needs* contains contact information, registration procedures and forms. The *Supplement* should be used together with the information in this *Bulletin*. The *Supplement* is available for download on the TOEFL website at [www.ets.org/toefl/ibt/about/bulletin](http://www.ets.org/toefl/ibt/about/bulletin) or by contacting TOEFL Disability Services (see page 4). Also contact TOEFL Disability Services to request large-print versions of the *Bulletin* and *Supplement*.

## Test Preparation Material

- Access free practice questions at [www.ets.org/toefl/rpdt/prepare/sample\\_questions](http://www.ets.org/toefl/rpdt/prepare/sample_questions).
- Find more free and priced test prep products at [www.ets.org/toefl/ibt/prepare](http://www.ets.org/toefl/ibt/prepare).

## On Test Day

- **Report to the test center at least 30 minutes prior to your scheduled start time.** If you arrive later than 30 minutes before your start time, you may not be admitted and your test fee will not be refunded.
- You must bring an acceptable, valid identification (ID) document that includes your name, photograph, and signature. The name on your ID must exactly match the name you used when you registered for the test. If you do not present acceptable ID, you may not be admitted and your test fee will not be refunded. See page 11 for details.
- **Personal belongings** other than your ID document(s) will not be allowed in the testing room. Items you choose to bring to the test center may be inspected and/or confiscated.
- The entire TOEFL testing session, including check-in, is approximately 3½ hours long. For more information about test day, see **Test Center Procedures and Regulations** on pages 15-17.

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# ABOUT THE *TOEFL*<sup>®</sup> TEST

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The TOEFL test measures the ability of non-native English speakers to communicate in English in an academic setting. It accurately measures how well students can read, understand, and write English in a college or university classroom.

TOEFL scores are accepted by more than 10,000 institutions and agencies around the world. More institutions accept TOEFL scores than any other English-language test, and over 35 million people have taken the test since it began in 1964.

All test centers are open to everyone who is properly registered, regardless of race, color, creed or national origin, subject to U.S. sanctions and embargoes.

## The revised *TOEFL* Paper-delivered Test

The *TOEFL*<sup>®</sup> Paper-based Test (TOEFL PBT) was an option in some parts of the world since the computer-delivered *TOEFL iBT*<sup>®</sup> test was introduced in 2005.

In October 2017, the TOEFL Paper-based Test (TOEFL PBT) was discontinued and replaced by a new paper-format test that is more in line with the TOEFL iBT test. Scores from the former TOEFL PBT test are now expired after being valid for 2 years.

The revised *TOEFL*<sup>®</sup> Paper-delivered Test measures 3 skills using actual TOEFL iBT test questions: Reading, Listening, and Writing. Speaking is not included because of its technological requirements.

You will have approximately 3 hours to complete the test. The test has 3 sections:

- **Reading** measures your ability to understand academic reading material written in English – 60 minutes; 34 questions
- **Listening** measures your ability to understand spoken English as it is used in colleges and universities – approximately 60 minutes; 42 questions
- **Writing** measures your ability to write in English in a way that is appropriate for college and university course work – 50 minutes; 2 tasks

The test is delivered at secure, ETS-approved test centers. Your scores help confirm that you are ready to communicate your ideas about what you will read and listen to in your English-taught academic courses.

Each section of the test has a time limit. If you finish a section early, you can go back **within that section** until time is called. However, you cannot work on a different section until you are directed to do so.

You should work quickly but carefully on the Listening and Reading sections. Some questions are more difficult than others, but you should try to answer every one to the best of your ability. If you are not sure of the answer to a question, make the best guess that you can.

The 2 tasks in the Writing section are each separately timed. Try to answer each of these as completely as possible in the time permitted. Respond only on the assigned topic. If you respond on a different topic, your response will not be scored.

# CONTACT INFORMATION

We offer several options for you to contact us. Go to [www.ets.org/toefl/contact](http://www.ets.org/toefl/contact) to see the options that are available in your location and what services they offer.

To contact ETS for the following specific questions, or if your country is not listed on the Contact page, see below:

## TOEFL Services (General Inquiries)

**Email:** [toefl@ets.org](mailto:toefl@ets.org)

**Phone:** +1-609-771-7100 or 1-877-863-3546 (toll free for test takers in the United States, U.S. Territories, and Canada)

(September-May: Monday-Friday, 8am-7:45pm U.S. Eastern Time, except U.S. holidays)

(June-August: Monday-Friday, 8am-5:45pm U.S. Eastern Time, except U.S. holidays)

**Fax:** +1-610-290-8972

### Regular mail:

TOEFL Services, ETS

PO Box 6151, Princeton, NJ 08541-6151 USA

### Courier/delivery service:

TOEFL Services (25Q-310)

Distribution and Receiving Center

225 Phillips Boulevard

Ewing, NJ 08618-1426 USA

## Test Takers with Disabilities or Health-related Needs

**Email:** [stassd@ets.org](mailto:stassd@ets.org)

### Phone:

1-866-387-8602 – U.S., U.S. Territories, Canada

+1-609-771-7780 – all other locations

Monday-Friday, 8:30am-5:00pm U.S. Eastern Time

**Fax:** +1-609-771-7165

### Mail:

TOEFL Disability Services

ETS

PO Box 6054

Princeton, NJ 08541-6054 USA

## Test Question Inquiries

### Mail:

MS 42N-208

TOEFL Test Question Inquiries

ETS

Rosedale Road

Princeton, NJ 08541-0001 USA

**Fax:** +1-609-683-2600

If you have a question about or problem with a test question, notify the administrator before you leave the test center, or contact ETS within 7 days after the test. See **Test Question Inquiries** on page 24.

## Test Preparation Materials/Publications

**Online:** See the Prepare for the Test section of the TOEFL website at [www.ets.org/toefl](http://www.ets.org/toefl).

### Phone:

1-800-446-3319 – U.S., U.S. Territories, Canada

+1-609-771-7243 – all other locations

Monday-Friday, 8:00am-5:00pm U.S. Eastern Time

### Mail:

TOEFL Order Services

ETS

PO Box 6151

Princeton, NJ 08541-6151 USA

## Test Center Complaints

**Email:** [tas@ets.org](mailto:tas@ets.org)

### Mail:

TOEFL Complaints, MS 34Q

ETS

225 Phillips Boulevard

Ewing, NJ 08618 USA

**Please contact ETS as soon as possible to report any conduct you see in connection with testing that may be in conflict with the policies and procedures stated in this *Bulletin*. Your identity will be held in the strictest confidence.**

**Email:** [reportcheating@toefl.org](mailto:reportcheating@toefl.org)

**Phone:** 1-800-353-8570 – U.S. only  
+1-609-406-5430 – all other locations

**Fax:** +1-609-406-9709

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# REGISTRATION INFORMATION

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## How to Register

The best way to register is online through the TOEFL website at [www.ets.org/toefl](http://www.ets.org/toefl). Test centers can fill up quickly, so register early to get the test date and location you want.

**Test Takers with Disabilities or Health-related Needs:** If you require testing accommodations, you must request them by mail or email through ETS Disability Services, and they must be approved **before you can register** for the test. The *TOEFL Bulletin Supplement for Test Takers with Disabilities or Health-Related Needs* contains contact information, procedures and forms. Use the *Supplement* together with this *Bulletin*.

The *Supplement* is available for download on the TOEFL website at [www.ets.org/toefl/rpd/about/bulletin](http://www.ets.org/toefl/rpd/about/bulletin) or by contacting TOEFL Disability Services (see page 4). Also contact Disability Services to request large-print versions of the *Bulletin* and *Supplement*.

## Online Registration

**Note:** Check the TOEFL website to see if there are any restrictions on payment methods accepted for your location.

You can register online at [www.ets.org/toefl](http://www.ets.org/toefl) using a credit/debit card, a PayPal account, or an e-check drawn on a U.S. bank. **Note:** To take the test in Mainland **China** (not Hong Kong, Macau, or Taiwan), register at <http://toefl.etest.net.cn> or <http://toefl.etest.edu.cn>. Some policies and procedures for China may differ from those in this *Bulletin*. For more information on payment methods, see **Payment Policies** on page 8.

Any credit/debit card branded with one of these 5 logos can be used: American Express®, Discover®, JCB®, MasterCard® or VISA®.

ETS reserves the right to add, modify, or remove payment methods at its own discretion and without notice.

Once you enter your name and date of birth, you cannot change those fields. Make sure the information you enter **exactly matches** the identification document(s) you will bring with you to the test center. If you need to make a name change, contact TOEFL Services (see page 4).

You will be required to bring valid, acceptable identification (ID) to the test center. ID requirements depend on where you plan to test and your citizenship. See [www.ets.org/toefl/ibt/register/id](http://www.ets.org/toefl/ibt/register/id) for details.

After you register, you will receive an Admission Ticket and a Photo File Record by regular mail. If you haven't received your ticket by 2 weeks before your test date, contact TOEFL Services (see page 4).

## ETS Use of Personal Information

By providing personal information to us and registering for a test, you expressly consent (or confirm your consent) to allow ETS to use your personal information in accordance with the ETS Privacy and Security Policy and the Test Taker Privacy and Information Security Policy, which are located at [www.ets.org/legal/privacy](http://www.ets.org/legal/privacy).

ETS may collect information by phone, audio/video, biometric identification such as fingerprints, or still photographs.

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# REGISTRATION INFORMATION *(continued)*

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## Mail-in Registration

You can register by mail with the test registration form available for download at [www.ets.org/s/toefl/pdf/rpdt\\_reg\\_form.pdf](http://www.ets.org/s/toefl/pdf/rpdt_reg_form.pdf).

- Enter all the information on the form and include payment.
- You can use a credit/debit card, or a check or money order in U.S. currency. For more details, see **Payment Policies** on page 8.
- You can also use Western Union Quick Pay<sup>SM</sup> – when you complete the form, use the following under “Pay To:”
  - Company Name: Educational Testing Service
  - City Code: TOEFLPROGRAMNJ
  - Country: U.S.A.
  - You must send the original receipt marked “Agent’s Copy” with your form. Copies, facsimiles or receipts marked “Customer’s Copy” will not be accepted.
- Mail the completed form and payment to the address on the form. Your form and payment must be received by the mail-in registration deadline (see page 28).

You will be assigned a test date, time and location based on the information you provide on the form. If we cannot accommodate the date(s) you request, you will be scheduled for the next available test date unless you indicate on the form that you do not want to be rescheduled. If you choose not to be rescheduled, your payment will be returned to you.

If you have not received your Admission Ticket by 2 weeks before your test date, contact TOEFL Services (see page 4).

## Important Things to Know When You Register

Information regarding test center dates and availability is subject to change. The most current information regarding test centers, dates and other registration information is in the online registration system at [www.ets.org/toefl](http://www.ets.org/toefl). See **page 28 for test dates and registration deadlines**.

- Not all test centers are open on all test dates.
- You can select up to 4 score recipients (the designated institutions who will receive your scores) for free during registration. After that time, you will be charged a fee for sending score reports. **You cannot select your score recipients at the test center.** Institution codes are available online during registration.
- Please keep in mind that if you designate any institution or agency to receive your scores, you will **not** be able to have any part of your test rescored through the **Score Review service**.
- **IMPORTANT IDENTIFICATION INFORMATION:** You are required to bring valid, acceptable identification (ID) to the test center. When you register, be sure that the name you use **exactly matches** the name printed on the ID you will bring with you on test day. If the information does not match, you may not be permitted to test and your test fee will not be refunded.
- ID requirements depend on where you plan to test and your citizenship. See [www.ets.org/toefl/ibt/register/id](http://www.ets.org/toefl/ibt/register/id) for details.
- ID verification during registration may include biometric voice and photo identification.
- Register early; test centers can fill up quickly.
- Take the test as soon as possible so your scores will be received in time to be considered with your applications. Approximate score reporting dates are on page 28.
- **Registration is not transferable.** You cannot let someone else use your registration.
- Walk-in registration is not available.

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# REGISTRATION INFORMATION *(continued)*

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## Institution and Department Codes

You can have score reports sent directly to up to 4 institutions as part of your test fee if you select them during registration. Before you register, go to the Destination Search at [www.toeflgoanywhere.org](http://www.toeflgoanywhere.org) for information on the institutions and agencies that accept TOEFL scores. Department codes are on page 25 of this *Bulletin*.

If you are applying to an institution that is not listed, **contact the institution and ask for its ETS TOEFL code number**, or contact TOEFL Services. You must have this information when you register so you can enter the code.

If you do not select score recipients when you register, or if you want to send score reports to more than 4 recipients, you can order score reports by using the *TOEFL Score Report Request form* and paying the required fee. Score reports can be ordered at any time up to 2 years after the test date.

If you are applying as an **undergraduate student** (you have finished secondary school but have not completed your studies for a bachelor's degree), enter 00 in the boxes for department code. Your score report will be sent to the undergraduate admissions office.

If you are applying for **graduate study** (you have already earned a bachelor's degree at a college or university), look at the department code list on page 26. Find the name of the department in which you plan to study and enter the code number. If your department is not listed, enter 99 in the boxes for the department code.

For an agency or institution that is not a college or university, enter 00 in the department code boxes.

## Test Dates and Registration Deadlines

See page 28 for test dates and registration deadlines.

### Friday Testing for Saturday Religious Observers

Friday testing will be arranged only for those test takers who are unable to test on Saturday for religious reasons. To request Friday testing, mail a letter to ETS with your registration form and payment, and we will make every attempt to accommodate you. The letter must be on letter-head stationery and signed by your cleric, confirming your affiliation with a recognized religious body whose convictions prevent you from testing on Saturday.

Send your registration form, letter, and payment to:

Test Administration Services  
ETS  
PO Box 6163  
Princeton, NJ 08541-6163 USA



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# REGISTRATION INFORMATION *(continued)*

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## Fees for Tests and Services

US\$180	Test fee
US\$20	Additional score reports (per recipient)
US\$80	Writing section score review
US\$50	Reading and Listening sections score review

Fees are subject to change without notice. All fees referred to in this Bulletin are inclusive of any Value Added or similar taxes that ETS is liable to pay. In jurisdictions where the customer is required to account for any local taxes due, the price remitted to ETS excludes those taxes. In those circumstances, it is the sole responsibility of the customer to pay those taxes to the local tax authority. ETS is not responsible or liable for collecting and remitting those taxes on the customer's behalf.

## Payment Policies

Services may be withheld for non-payment of fees. All balances from prior ETS tests or services must be paid in full before you can register for any other ETS test or order any service. If you do not submit the correct fee, your registration form or order will be returned to you. Scores will not be released if a payment cannot be processed for any reason.

**Do not send cash or demand drafts.** Receipts for bank checks are not acceptable. UNESCO coupons are not accepted at this time. Unless an e-check is used, the actual negotiable check must be sent with your request for service.

## Forms of Payment

**Important Note:** Be sure to check the TOEFL website to see if there are payment method restrictions for your location. Accepted forms of payment and currencies are subject to change without notice.

- **Credit/debit card** – American Express, Discover, JCB, MasterCard or VISA. Any debit/credit card branded with one of these 5 accepted logos can be used
- **PayPal** account
- **e-check** – must be in U.S. currency and drawn on a U.S. bank
- **Check or money order** – must be in U.S. currency

## Instructions for Paying by Check or Money Order

- The following information must be preprinted:
  - bank name and address
  - check or money order number
  - payer's name and address
- Typewritten payer name and address in place of signature is not acceptable
- Must be made payable to ETS-TOEFL
- Post-dated checks are not accepted
- Check dates **cannot** be more than 90 days old when received by ETS

You can also use Western Union Quick Pay<sup>SM</sup> – see page 6 for details.

## Forms of Payment Not Accepted

- Cash or demand drafts
- Post-dated checks
- Receipts for bank checks or money orders
- UNESCO coupons
- Checks or money orders in any currency other than U.S. Dollars

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# REGISTRATION INFORMATION *(continued)*

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## Admission Ticket

ETS will mail you an admission ticket and a Photo File Record. If you have **not** received your ticket by 2 weeks before the test date, please contact TOEFL Services (see page 4).

### Name

When you receive your admission ticket, check to be sure your name is spelled exactly as you spelled it when you registered. If your name is printed in English letters on the required identification (ID) document that you will present at the test center (see page 11), your name must be spelled the same way on your admission ticket. Also check your birth date, gender, and mailing address for accuracy.

If corrections are needed, follow the directions on the ticket. You must give the corrected ticket to test center staff on the day of the test. Name changes cannot be made – only a misspelling of your name can be corrected.

If you correct an error in the printing of your **name, gender, or birth date**, the test center administrator must verify the change with the information on your ID document. If the corrected information is the same, the test center administrator will sign your ticket. **If the test center administrator does not sign your ticket, the change will not be made.** All corrections are subject to ETS approval. Only changes to your mailing address will be accepted after you take the test.

**Note:** Do **not** return the ticket; you will need it at the test center. After the test, the test center administrator will collect tickets that have corrections.

### Registration Number

Your registration number will be printed on your admission ticket. Keep the number in a safe place – you will need it if you contact *TOEFL Services* before or after the test.

## Photo File Record

You will receive a Photo File Record with your Admission Ticket.

**NOTE: Your Photo File Record (PFR) must be completed in black lead pencil so it can be scanned when it is returned to ETS.** Before you report to the test center, you must do the following:

- Sign your Photo File Record.
- Attach a recent photograph of yourself, taken within the last 6 months, showing only your face and shoulders.
- Write your name, test date, registration number, and test center number on the back of the photo before you attach it to the PFR, in case it becomes detached.
- Trim your photo so it is no larger than 5 x 5 cm, or no smaller than 3 x 3 cm. It cannot be larger than the designated space on the PFR.
- Use non-shiny, non-reflective tape to attach your photo to the PFR. **Do not** use glue or staples.
- Laminated copies or photocopies are not acceptable.

You must give the test center administrator a recent photograph or your scores will not be reported. The photo must be clear enough so there is no doubt about your identity. Your face in the photo must show you as you will look on the day of the test – for example, with the same hairstyle, or with or without a beard.

**Important:** If you do not receive an admission ticket but have official authorization from TOEFL Services to take the test, you must still bring a recent photo and the required ID to the test center. The test center administrator will give you a PFR to complete before your test. Do not leave the test center without giving your completed PFR to the test center administrator.

The photo attached to your PFR will appear on your test taker score report and, in most cases, on the score reports sent to institutions.

**Note: If you fail to submit a completed PFR, your scores may not be reported and your test fee will not be refunded.**

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# REGISTRATION INFORMATION *(continued)*

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## Test Center Changes

You should take the test at the location printed on your admission ticket. If you are unable to go to the assigned test center, you may go to another test center **on the same date printed on your ticket**, but there is no guarantee that space or test materials will be available for you to take the test. Contact **TOEFL Services** for the test center address and reporting time. Do not contact or go to the test center before the day of the test – they will not be able to help you.

If you are admitted to the new test center, change the test center number that is printed on your admission ticket and on your PFR. The ticket must be given to the test center administrator at the end of the testing session.

If you are not admitted to the new test center, see Rescheduling or Canceling below.

## Rescheduling or Canceling

You cannot change your test date or cancel your registration. If you do not take the test and do not wish to register for another test date, you can apply for a partial refund.

## Test Fee Refunds

If your request for a refund is received within 60 days after your test date, you will receive a refund equivalent to 50% of the test fee you paid. The remainder of your fee will be retained to cover the cost of processing your registration and holding a seat for you at the test center.

To request a refund, download and complete the **Refund Request form**. Send the form and your unused admission ticket to:

TOEFL Services  
ETS  
PO Box 6151  
Princeton, NJ 08541-6151, USA

Refunds are in U.S. dollars. Cash refunds are not available. No refund will be given if you could not test because you did not follow proper registration procedures or because you failed to present valid, acceptable identification at the test center. **Note: For test takers in Korea**, see below for specific refund policy.

Your refund will be credited back to the credit/debit card, PayPal account or bank you used to pay the registration fee. If you paid by check, allow 8 weeks for your refund to be processed.

### Refund Policy for Test Takers in Korea

If you are taking the test in Korea, you have 7 days after you register to receive a full refund:

0-7 days after you register	100% test fee refund
8 days after you register – 3 days before your test date	50% test fee refund
Less than 3 days before test date	No refund

If you paid a late fee when you registered, that amount will also be refunded.

# ON TEST DAY

## What to Bring to the Test Center

- **Your admission ticket.** Your ticket includes your registration number.
- **Your signed Photo File Record (PFR),** with a recent, recognizable photograph.
- **Valid, acceptable identification (ID) document,** with your name, signature and photograph. Your ID will be checked before you are admitted. See Identification Requirements below.
- **3 or 4 sharpened pencils** (No. 2 or HB) and a good eraser. Pens or mechanical pencils are not permitted.
- **Personal belongings** other than your ID document(s) are not allowed in the testing room. Items you choose to bring to the test center may be inspected and/or confiscated.

## Identification (ID) Requirements

All test takers are responsible for bringing valid, acceptable identification (ID) each time they report to a test center. It is your responsibility to have your ID documents up-to-date and available on the day of the test.

**Your ID requirements depend on where you plan to test and your citizenship. Please read the following section for acceptable primary and supplemental ID documents and any exceptions for your location.**

- As outlined in **Important Things to Know When You Register** on page 6, you are responsible for making sure that the name you used when you registered **exactly matches** the name on the ID document(s) you bring to the test center.
- If the test center administrator questions your ID, **you may also be required to provide supplemental ID.** If positive confirmation cannot be made, you may not be permitted to test or your test scores may not be reported.
- Try to bring at least 2 forms of acceptable ID each time you report to a test center.
- Prior admission based on a particular ID document does not guarantee that document will be considered acceptable.
- Test centers are not required to hold your seat if you leave to obtain acceptable ID.

- Admission to the test center does not guarantee that the ID you provided is valid or that your scores will be reported. All reported cases of questionable ID are subject to review and approval by the ETS Office of Testing Integrity either during or after the test. ETS reserves the right to hold and/or cancel your scores if ID requirements are not met.
- If your ID document is not written in English-language letters and the test center administrator cannot read it, you may not be able to test and your test fee will not be refunded.
- You may be required to show your ID and/or to sign a test center log at various points throughout the testing session.
- Your test fee will not be refunded if you are not permitted to test or your scores are held or canceled because of invalid or unacceptable ID.

### ID Document Requirements

With few exceptions, ID documents must meet **all** of the following basic requirements. Each ID must:

- be an **original** document; photocopies will not be accepted
- be a **government-issued** identity card that is recognized by the country or location where you are a citizen or a permanent resident
- be **valid**; expired documents (bearing expiration dates that have passed) are not acceptable
- include your **full name, matching exactly** the name used to register, excluding accents or apostrophes
- include a recent **photograph** that clearly matches your appearance
- include your **signature** (the name and signature on the ID document must match)

See Unacceptable ID Documents on page 12.

### See Exceptions and Requirements on pages 12-14 if:

- you are testing in Mainland China, Hong Kong, Macau, the Philippines, Bangladesh, India, Nigeria, Pakistan, Saudi Arabia, Taiwan, United Arab Emirates, or Canada
- you are testing in a location where you are not a citizen
- you are testing in a European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab country or a Mercosur country
- you are not a U.S. citizen but you are testing in the U.S.
- you have a multiple-part first or last name
- you do not have a first/given name or you do not have a last/family name
- your ID shows a middle name
- you are 15 years of age or younger
- you are in the process of renewing your driver's license
- your primary ID does not include your signature
- you are unable to meet ID requirements
- you have **any** questions about your ID document(s)

# ON TEST DAY *(continued)*

## Acceptable Primary ID Documents

The following government-issued ID documents are acceptable for admission to a test center in a location **where you are a citizen**:

- **Current, valid passport** with photograph and signature
- **Driver's license** with photograph and signature (including provisional driver's licenses as specified on page 13)
- **State or Province ID card**, including those issued by motor vehicle agencies, with photograph and signature
- **National ID** with photograph and signature\*
- **Military ID** with photograph and signature\*

\*If your primary ID does not include your signature, you can use a supplemental ID with your photograph and signature, or a supplemental government-issued ID with your photograph, as long as they are in the same name you used when you registered.

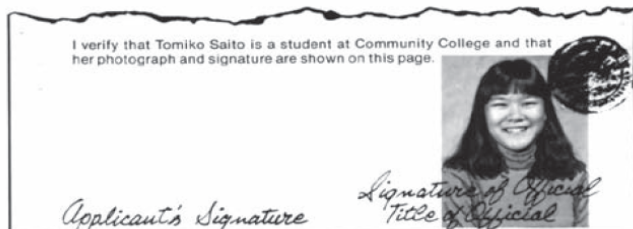
## Acceptable Supplemental ID Documents

- You may be required to provide a supplemental ID in addition to your primary ID if the test center administrator questions your primary ID document for any reason, or if your primary ID document is otherwise acceptable but is missing your full name, photograph or signature.
- Supplemental ID documents **cannot** be used to resolve name discrepancies. The name on your primary ID **must exactly match** the name you used when you registered, excluding accent marks and spaces.

If you cannot provide a supplemental ID from the list below that includes your signature, you can present 2 government-issued IDs with photographs, as long as they are in the same name you used when you registered.

The following ID documents are generally acceptable as supplemental IDs:

- **Government-issued ID**, including but not limited to those listed under **Acceptable Primary ID Documents** above
- Student ID
- **Confirmation of Identity Letter from your educational institution**: If you do not have a passport, or if your passport does not include your signature and photograph, a letter on official letterhead from the school you most recently attended is an acceptable supplemental ID document. The letter must have your photograph glued (not stapled) to it, and the title, signature and seal of the official who issued the letter must overlap the photograph, as shown below. Student letters are valid for 1 year after date of issue.



## Unacceptable ID Documents

The following documents are **not** acceptable as primary or supplemental ID under any circumstances:

- Any document that is photocopied or expired
- Any document that does not match exactly the name you used when you registered
- Any document that is not recognized by a government agency
- International driver's license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Social Security card
- Employee ID
- Any temporary ID
- Diplomatic, consulate or embassy ID

## Testing in a Location Where You Are Not a Citizen

- You must present a current, valid **passport** with your name, photograph and signature as your primary ID, unless there is a specific requirement or exception for your location. See the website at [www.ets.org/toefl/ibt/register/id](http://www.ets.org/toefl/ibt/register/id) for details.
- **If you are testing in the U.S. but are not a U.S. citizen**, you must present a current, valid passport as your primary ID.
- Diplomatic or embassy IDs cannot be used as primary identification in place of passports.
- If your passport is **not written in English-language letters**, you must also present a supplemental ID that contains your name, a recent, recognizable photo and is written in English. If your passport is not written in English and the test center administrator cannot read it, you may not be permitted to test.

## Exceptions and Requirements for specific locations:

### Testing in Mainland China (not Hong Kong, Taiwan or Macau)

- **Residents of Mainland China** must present a valid Second Generation National Resident ID card as primary ID. There can be no exceptions to this policy. According to relevant Chinese Laws, any Chinese citizen, regardless of age, can apply for an ID at the police station where the residency records are kept.
- **Residents of Taiwan** must present a Travel Permit to Mainland China.
- **Residents of Hong Kong and Macau** must present a current, valid passport or citizenship card.
- **Citizens of all other countries and locations** must present a current, valid passport.

### Testing in Hong Kong and Macau

- **Residents of Mainland China** must present a valid Hong Kong-Macau Travel permit.
- **Citizens of all other countries and locations** must present a current, valid passport.

### Testing in Taiwan

- **Residents of Mainland China** must present a valid Travel permit.
- **Citizens of all other countries and locations** must present a current, valid passport.

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# ON TEST DAY *(continued)*

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## Testing in the Philippines

You may present a Social Security System ID card issued by the Republic of the Philippines that includes your name, photograph and signature, along with an acceptable supplemental ID.

## Testing in Bangladesh, India, Nigeria or Pakistan

You must present a current, valid passport with your name, photograph and signature as your primary ID. There can be no exceptions to this policy.

## Testing in Saudi Arabia

If you are working in Saudi Arabia and are not a citizen, you may use your employer-sponsored Iqama Residence ID along with a supplemental ID with name, photograph and signature.

## Testing in United Arab Emirates

You must present at least 1 of the following forms of government-issued ID:

- Passport – required if you are testing in a location where you are not a citizen
- Driver’s license
- National/state/province ID card, including the Emirates Identity Card
- Military ID card

## Testing in Canada

If you are testing in Canada and are not a Canadian citizen, present a valid, acceptable passport, if you have one. If you cannot present a passport, you can be admitted with 1 of the following:

- Record of Landing/Permanent Resident Card (IMM1000)
- Notice of Decision or Refugee Protection Claimant Document (IMM1442)

If the alternative document is missing your photo or signature, you must also present a secondary ID in the same name you used when you registered, such as a driver’s license, student ID card, letter of identity from a school or sponsoring agency, or a Canadian Health Card.

## Testing in European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab Countries or Mercosur Countries

If you are testing in a European Union, Schengen Zone, Arab States of the Gulf (GCC), or Mercosur country other than the one where you live, you can use your valid national or European identity card, if you have one. The card must contain your name, a recent, recognizable photograph, your date of birth and your signature. If this ID does not contain all of these items, you will be required to also present a supplemental ID.

## Testing in the U.S. (for non-U.S. citizens)

- If you are not a U.S. citizen but are testing in the U.S., you must present a current, valid **passport** that meets all the ID document requirements listed earlier in this section.
- The following documents may be acceptable for admission to U.S. test centers if presented along with at least 1 of the documents listed under **Supplemental ID Documents** earlier in this section:
  - Permanent Resident Card/Resident Alien Card (Form I-551 or I-151)
  - Temporary Resident Card (Form I-688)
  - Mexican Border Crossing Card – accepted only at test centers within 25 miles of the Mexican border
  - Employment Authorization Card (Form I-688A, I-688B, or I-766)

## Multiple-part First or Last Name

If the ID document you will present on the day of the test contains a multiple-part first or last name, your admission ticket must exactly match your ID, excluding accents and spaces. You cannot use a supplemental ID to resolve name discrepancies.

## Middle Name

When you register, the middle name field is not mandatory – but if your ID shows a middle name, enter it when you register so your admission ticket will match your ID.

## Test Takers 15 Years of Age or Younger

- If you are age 15 or younger when you take the test, we suggest that you be accompanied by a parent or other authorized adult age 18 or older, who will be required to complete and sign a release form at the test center.
- Both you and your parent or other authorized person must present valid, acceptable ID, or you will not be able to take the test. If you are unable to meet the ID requirements, contact the Office of Testing Integrity (see page 14) **before you register for the test.**

## ID without Signature

If your primary ID does not include your signature, you can present a supplemental ID with photograph and signature, or a supplemental government-issued ID with a photograph, as long as they are in the same name you used when you registered.

## Driver’s License Renewals

- If you are in the U.S. military and the expiration of your license has been extended or deferred by the issuing state, it can be used as supplemental ID along with your U.S. military ID card. Depending on the state, the extension or deferral may consist of a sticker on the license, the designation “military” printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the license is valid until a specific amount of time after your discharge from service.
- If your driver’s license has expired but you present it along with your Original Department of Public Safety renewal certificate, the 2 documents together can be accepted if the names match exactly. If a provisional driver’s license was issued instead of a renewal certificate, this will be accepted as a primary ID document if it includes your photograph, signature, and an expiration date.

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# ON TEST DAY *(continued)*

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## Unable to Meet ID Requirements?

If you have been granted political asylum, have refugee status or have any questions about being able to meet the identification requirements, **contact the ETS Office of Testing Integrity (OTI) at least 7 days before you register** for the test. You must receive approval from OTI **before you register**. You should also be prepared to submit any requested documents to OTI prior to receiving approval. If you do not contact OTI before you register, and as a result you are not permitted to test or your scores are held and/or canceled, your test fee will not be refunded.

### ETS Office of Testing Integrity (OTI)

**Email:** [TSReturns@ets.org](mailto:TSReturns@ets.org)

**Phone:**

1-800-750-6991 – U.S. only

+1-609-406-5430 – all other locations

Monday – Friday 7:30am-5:30pm U.S. Eastern time, except major U.S. holidays

**Fax:** +1-609-406-9709

## Questions about ID Documents

For general questions about acceptable ID, call TOEFL Services:

1-877-863-3546 – U.S., U.S. Territories and Canada

+1-609-771-7100 – all other locations

## Test Center Procedures and Regulations

### General Guidelines

- By registering for a TOEFL test, you agree to follow all procedures and policies in this *Bulletin*, on the TOEFL website, and/or communicated to you at the test center on the day of your test.
- Test center staff cannot help you with schedule changes.
- Subject-related information written on clothing, the body, or ID documents is prohibited.
- Friends or relatives who accompany you to the test center are not allowed to wait in the test center or be in contact with you while you take the test or during breaks (unless you are 15 years old or younger). Other than any ETS-authorized observers, visitors are not allowed in the vicinity of the testing room.
- Personal belongings other than your ID document(s) are not allowed in the testing room. Items you choose to bring to the test center may be inspected and/or confiscated.

The following procedures and regulations apply during the entire testing session, which begins at sign-in, ends at sign-out, and includes breaks:

- To receive an official score report, you must answer at least 1 question each in the Reading and Listening sections, and write at least 1 essay every time you take the test.
- You cannot bring paper of any kind into the testing room – you can take notes during the test, but only in the appropriate spaces on your answer sheet.
- Raise your hand if you have a problem or need assistance at any time during the test.
- Testing premises are subject to videotaping.

**IMPORTANT:** ETS reserves the right to take appropriate action and/or notify the appropriate authorities, which includes but is not limited to law enforcement authorities, if any test taker responds in a disturbing or threatening way to essay questions or communicates with ETS in a threatening or disturbing manner, or by using profanity.

# ON TEST DAY *(continued)*

## ID Verification

You must present valid and acceptable primary ID. See **Identification Requirements** on page 11. Verification of identity at the test center may also include:

- Biometric voice and photo identification
- Fingerprinting/thumbprinting
- Photographing/videotaping
- Signature comparison
- Electronic detection scanning devices such as hand-held metal detectors/wands
- Other forms of electronic confirmation

If you refuse to present ID or to have your ID verified, you will not be permitted to take the test and your test fee will not be refunded. This is in addition to the requirement that you must present valid and acceptable ID.

## Personal Items

Personal items other than ID documents are not allowed in the testing room. This includes phones, tablets, watches, and any other electronic, recording, listening, scanning or photographic device. If you are seen using or accessing any electronic device and/or transmitting test content, including but not limited to in text messages, email or photographs, your device will be inspected and may be confiscated. You will not have access to personal items during the test or during breaks.

You may be required to remove your eyeglasses for close visual inspection. The inspection takes only a few seconds and will be done at check-in and when you return from breaks.

Jewelry is prohibited, except for wedding and engagement rings. Do not wear other jewelry to the test center.

Clothing and other personal items, including but not limited to hair accessories, neckties, bow ties, hats, scarves, jackets and outerwear, are subject to inspection by the test center administrator. It is best not to wear such items as tie clips, cuff links, clips, combs, barrettes, headbands or other hair accessories on test day, as you may be prohibited from wearing them in the testing room.

Before the test, you will receive instructions from test center staff about where to store your personal items. You may also be asked to empty your pockets. If you take any personal items into the testing room, they will be confiscated by test center staff. Not all test centers have secure storage available for personal belongings. At those centers, you will be given a plastic bag that can be stored under your seat.

If you fail to follow the instructions of the test center staff, you will not be permitted to test and your test fee will not be refunded. Any violation of procedure during the test or during breaks may result in ETS canceling your scores, dismissing you from the test center, and/or banning you from future testing.

Test centers and ETS assume no responsibility for personal electronic devices or other items that you choose to bring to the test center.

## Seating

The test center administrator will assign you a seat.

## Taking a Break, Leaving your Seat

- There are no scheduled breaks during the testing session.
- If you must leave your seat, raise your hand. The test clock will not stop. If you leave the testing room, you will be required to show your ID when you leave and when you return.
- You are required to remain in the test center building throughout the entire testing session. It is your responsibility to ask test center staff for permission to leave the building – for example, to go to the nearest restroom. If you leave the test center without permission during the test or during breaks, you may be dismissed or your scores may be canceled.
- You will not have access to your phone or any other electronic device during the test or during breaks.

## Rescheduled Tests

On occasion, weather conditions or other circumstances beyond our control may result in a delayed start or a rescheduled test, or scores may be canceled after you take the test.

If your test is rescheduled by ETS before you test, you can select a different test date and you will not be charged the rescheduling fee.

If you travel to the test center and find out that the test has been canceled by ETS, you can reschedule your test at no charge or receive a full refund. Refunds are in U.S. dollars.

If ETS cancels a test or cancels scores after you test and you have paid travel costs to get to the test center, you may be eligible for reimbursement of reasonable and documented travel expenses **for yourself only** within 30 days of your test date.

When you contact **TOEFL Services**, have appropriate receipts available and be prepared to provide the following information:

- Name
- Date of birth
- Mailing address
- Daytime phone number
- Email address
- Original test date
- TOEFL registration number
- A description of the problem

If you have any questions about rescheduling and refund policies, please contact **TOEFL Services**.



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## ON TEST DAY *(continued)*

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### If You Observe Irregularities at the Test Center

ETS takes test security very seriously. Although tests are administered under strict supervision and security measures, testing irregularities may sometimes occur. Please contact ETS as soon as possible after the test to report any observed irregular behavior – for example, someone copying from another test taker, taking a test or part of a test for someone else, having access to test questions or answers before the test, or using notes or unauthorized aids. All information reported is held in the strictest confidence.

**Email:** [reportcheating@toefl.org](mailto:reportcheating@toefl.org)

**Phone:** 1-800-353-8570 – U.S. only  
+1-609-406-5430 – all other locations

**Fax:** +1-609-406-9709

If you have a complaint about the testing facilities or the test center staff, contact ETS within 7 days after the test (see Test Center Complaints on page 4). Be sure to give the test date, the name of the test center and the city, state/province and country/location where you took the test.

### Dismissal from a Test Center

The test center administrator is authorized to dismiss you from the test center, and your scores may be held and ultimately canceled, for any action that violates any of the policies and procedures in this *Bulletin*, on the TOEFL website, or communicated to you at the test center on the day of your test, which includes but is not limited to:

- Taking or attempting to take the test or part of the test for someone else, or having or attempting to have someone take the test or part of the test for you.
- Failing to provide acceptable identification.
- Obtaining improper access to any test content, a part of the test, or information about the test. This includes having test questions or answers in advance of the test administration, and bringing pre-knowledge of any test information into the test center in any form, including but not limited to identification documents, prohibited devices, and any other method used as an aid in connection with the test. ETS reserves the right to cancel scores when evidence of pre-knowledge is found.
- Using or accessing a phone, watch, or any other electronic device at the test center is prohibited and will result in dismissal from the test center and/or cancellation of your scores by ETS. Your test fee will not be refunded.
- Using any object as an aid in connection with the test, including pens, mechanical pencils, scan pens or other scanning devices, calculators, books, pamphlets, notes, scratch paper, rulers, highlighter pens, stereos or radios with headphones, phones, watches, dictionaries, test preparation materials, translators, and any electronic listening, recording, scanning or photographic devices.
- Creating a disturbance. Disruptive behavior in any form will not be tolerated. The test center administrator has sole discretion in determining what constitutes disruptive behavior.
- Receiving or attempting to receive help, or giving or attempting to give help. Communication in any form is prohibited, including discussing or sharing test questions, topics or answers during the test or during breaks, and discussing or sharing test questions, topics or answers after the test. This includes communication via text message, email, and photographs.
- Using notes of any kind to prepare your essay during breaks.
- Removing or attempting to remove any test content, paper or notes relating to the test. Under no circumstances may test content or any part of the test content be removed, transmitted, reproduced, and/or disclosed by any means (for example, by hard copy, verbally, electronically) to any person or entity.
- Referring to, looking through or working on any test or test section **when not authorized to do so** or working after time has been called.
- Leaving the test center building without permission during the test or during breaks.
- Taking food or beverages into the testing room, unless you have been approved for an accommodation based on a disability or a health-related need.
- Taking tobacco or electronic cigarettes into the testing room.
- Taking a weapon or firearm into the test center.
- Taking any other prohibited item into the testing room.

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## ON TEST DAY *(continued)*

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- Taking excessive or extended breaks during the testing session. Test center staff strictly monitor breaks and are required to report test takers who take multiple or extended breaks.
- Evidence that responses are invalid for reasons including unusual timing patterns, unusual answer patterns, inconsistent performance on different parts of the test, or performance inconsistent with other test administrations.
- Evidence that a Writing response includes material that is substantially similar to material in other TOEFL test taker responses, or the quoting or paraphrasing of language or ideas from published or unpublished sources without attribution.
- Failing to follow any regulations in this *Bulletin*, given by the test center administrator, or specified in any materials.
- ETS reserves the right to take any and all action – including but not limited to banning you from future testing or canceling your scores – for failure to comply with test administration regulations or the test center administrator’s instructions. If your scores are canceled, they will not be reported to you or to any institution or agency, and your test fee will not be refunded.

Please contact ETS as soon as possible to report any conduct you see in connection with a test administration that may be in conflict with the above policies, whether or not the conduct leads to an invalid score. The identity of any person making such a report will be held in the strictest confidence.

**Email:** [reportcheating@toefl.org](mailto:reportcheating@toefl.org)

**Phone:** 1-800-353-8570 – U.S. only

+1-609-406-5430 – all other locations

**Fax:** +1-609-406-9709

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# SCORES AND SCORE REPORTING

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## Test Taker Score Report/Official Score Reports

Your TOEFL test fee payment entitles you to a test taker score report for yourself, and up to 4 official score reports that ETS sends directly to the institutions or agencies you designate when you register. Please keep in mind that if you designate any institution or agency to receive your scores, you will **not** be able to have any part of your test rescored through the *Score Review service* (see page 20).

ETS will send your test taker score report to you at the most recent mailing address you provided. If your mailing address changes after you take the test, contact *TOEFL Services*.

For a fee, you can also request additional score reports for institutions you did not identify before you took the test. Your request can be made by mail or fax using the *TOEFL Score Report Request form*.

Score reports are sent approximately 5 weeks after you take the test. However, ETS has no control over mail delivery to various locations around the world. Allow 7-10 days after the score posting date for mail delivery in the U.S., and 4-6 weeks for mail delivery to other locations. For information specific to your postal system, contact your post office for estimated arrival time for mail from the U.S.

**Note:** Score reports will be sent 2-3 weeks later to test takers whose answer sheets are not completed properly or whose answer sheets arrive late at ETS. If you have not received your score report 7 weeks after your test date, contact *TOEFL Services*.

## How to Interpret Your Scores

Your scores are based on your performance on the questions in the test. You must answer at least 1 question each in the Reading and Listening sections, and write at least 1 essay in order to receive an official score.

You will receive 3 scaled section scores:

Reading (0-30)

Listening (0-30)

Writing (0-30)

Although the scaled scores of the 3 test sections (Reading, Listening, and Writing) all range from 0 to 30, each section is a separate measure and each measure has its own scale. Therefore, scaled scores obtained on a particular section can be compared to other scaled scores obtained on that same section, but it is not appropriate to compare scaled scores across different sections of the test.

In addition to numeric scores, your test taker score report includes feedback about your performance level and a description of the kinds of tasks that test takers within that specific score range can typically do.

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# SCORES AND SCORE REPORTING *(continued)*

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## How to Cancel Your Scores

At the end of the testing session, you will be offered the option to cancel your scores. You cannot cancel your score for only 1 section of the test – if you opt to cancel, you will not receive scores for any part of the test administration.

Consider very carefully before you decide to cancel. Your scores can be reported to institutions only at your request. If you cancel your scores, they will not be reported to you or to any institution, and your test fee will not be refunded. Canceled scores will not be added to your permanent record.

## How to Reinstate Your Canceled Scores

If you change your mind and want to reinstate your canceled scores, you can do so using the **Score Reinstatement form** and paying the fee of US\$20. See page 8 for further information about fees. Your form and payment must be received at ETS within 60 days of your test date. Scores will be reported approximately 3 weeks after we receive your form and payment.

## How to Order Additional Score Reports

You can have additional score reports sent to institutions you did not identify during registration, for a fee of US\$20 per recipient, using the **TOEFL Score Report Request form**.

Your request will not be processed and will be returned to you if you do not include complete and accurate information and the correct fee. Your score recipients cannot be changed or deleted after you submit the form. No refunds will be made.

**Note:** Check the TOEFL website to see if there are payment method restrictions for your location.

TOEFL scores are measurement information and are subject to all restrictions on release of information in this *Bulletin*. They are not the property of the test taker.

- Follow the instructions on the form for completing and submitting your request and payment.
- Score reports are sent approximately 10 business days after receipt of your request and payment.
- ETS has no control over mail delivery to various locations around the world. Allow 7-10 days for mail delivery in the U.S., and 4-6 weeks for mail delivery to other locations. For more information specific to your postal system, contact your post office for an estimated arrival time for mail from the U.S.
- If you are paying by credit/debit card, you can fax your form to +1-610-290-8972. Requests made by fax will not be processed unless complete credit/debit card information is provided. If you think your fax may not have gone through and you attempt to re-send it, write “DUPLICATE” in large letters on all repeat faxes. This will help avoid extra processing by TOEFL Services and unnecessary charges to your credit/debit card.

## Processing Tips

- Do not send a letter with your form.
- Mark identification codes only for institutions you did not identify during registration.
- List no more than 8 institutions on one form. To order more than 8 reports, use an additional form.
- Be sure to use the appropriate codes so your scores will be sent to the correct locations at each institution.
- Sign and date the form.
- Include an acceptable form of payment and the correct payment amount.
- Reports will be sent only to the number of recipients you pay for.

## Scores Are Valid for 2 Years

- TOEFL scores remain valid for 2 years after the test date. Because language proficiency can change in a short period of time, scores more than 2 years old cannot be reported or verified.
- If you took the test more than 2 years ago and you need to submit scores to an institution or agency, you will have to take the test again.

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# SCORES AND SCORE REPORTING *(continued)*

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## How to Request a Score Review

You can have your Reading and Listening answer sheet and/or your Writing section re-scored through the ETS score review process **up to 3 months after your test date**. **You cannot request a score review if you have already requested that your scores be sent to any institution or agency.** The fee for reviewing an answer sheet is US\$50; the fee for a Writing section score review is US\$80. See page 8 for information about fees and payments.

Your Reading and Listening sections will be reviewed independently by 2 different people. If hand-scoring confirms that your reported scores are correct, you will be notified by letter or email that your scores have not changed. If there is a difference between the hand-scored and machine-scored results, the hand-scored results (which may be higher or lower than the original scores) will become your official scores, and you will receive a revised test taker score report.

For the Writing section, if your original score is confirmed, you will be notified by letter or email. If the review results in a change in your score, whether higher or lower, you will receive a revised test taker score report. The revised score will become your official score.

To request a score review, download the ***Score Review Request form*** and send it to the address on the form with the required fee. If you are paying by credit/debit card, you can fax the form.

Results of the score review process will become available approximately 3 weeks after receipt of your request and payment.

## Score Validation

Institutions have the ability to verify scores sent directly to them by test takers. If there is a discrepancy between the official scores recorded at ETS and the scores you submit, the institution or agency will be asked to provide ETS with a copy of what you submitted.

At the request of the institution or agency, ETS will report the official scores as well as any previous scores recorded for you within the last 2 years. ETS or its authorized representative will also provide your score information at the request of any institution or agency that has a copy of your test taker score report.

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# SCORES AND SCORE REPORTING *(continued)*

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## ETS Score Cancellation Policies

ETS and the TOEFL Program strive to report scores that accurately reflect the performance and independent work of each test taker. ETS standards in this regard have the following primary goals: to give all test takers an equal opportunity to demonstrate their abilities, and to prevent any test taker from gaining an unfair advantage over others. These standards are of the utmost importance, both to ETS and to those who rely on the validity of ETS test scores. ETS reserves the right to cancel any test score when, in its sole judgment, there is substantial evidence that the score is invalid. Scores may be canceled as a result of test taker behavior or any irregularity that affects testing integrity.

### Test Taker Behavior

ETS reserves the right to dismiss you from the test center, cancel your scores, and ban you from taking an ETS test in the future for violations such as, but not limited to, those listed on page 17 under Dismissal from a Test Center.

### Test Integrity Irregularities

ETS may cancel scores for irregularities such as, but not limited to, the following:

- **Problems with the administration of a test** such as improper timing, improper seating, defective test materials or equipment, and other disruptions (natural disasters, weather conditions, other emergencies). These issues may affect an individual, a group of test takers, or multiple groups of test takers.
- **Circumstances at the test center** reasonably indicate that the test was improperly administered due to fraudulent or other improper or illegal activities. In certain circumstances, as determined by ETS, all scores for test takers at a particular test center may be canceled even if there is no evidence of wrongdoing by individual test takers.

- If your test administration is canceled before you test, or your test cannot be scored or your scores are canceled due to a testing irregularity, you can select a different test date and you will not be charged the rescheduling fee.
- If you arrive at the test center and find that the test has been canceled by ETS, you can reschedule your test at no charge or receive a full refund of your test fee.
- If ETS cancels a test or cancels scores after you test and you have paid travel costs to get to the test center, you may be eligible for reimbursement of reasonable and documented travel expenses **for yourself only** within 30 days of your original test date.
- When you contact **TOEFL Services**, have the appropriate receipts available and be prepared to provide the following:
  - Name
  - Date of birth
  - Mailing address
  - Daytime phone number
  - Email address
  - Original test date
  - TOEFL registration number
  - A description of the problem

If you have any questions about rescheduling and refund policies, please contact **TOEFL Services**.

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# SCORES AND SCORE REPORTING *(continued)*

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## Holding/Canceling Scores

- When there is information that ETS considers sufficient to indicate that you have engaged in any activity that affects score validity, ETS may hold your scores for investigation. If your scores are on hold, you cannot send score reports to any institution or agency until the investigation is complete. If your scores are then canceled, ETS may ban you from future tests. ETS will send copies of your score cancellation letter to any score recipients who have already received your scores. In addition, when information exists that ETS considers sufficient that the administration of the test did not comply with test administration regulations, some or all scores at the test center may be held or canceled.
- ETS reserves the right to take any action – including, but not limited to, dismissing you from the test center, holding or canceling your scores and banning you from future testing – for failure to comply with test administration regulations or test center staff members' instructions. If you are dismissed from the test center or your scores are canceled, those scores will not be reported and your test fee will not be refunded.
- ETS will also exercise its right to cancel any test score when, in its sole judgment, evidence of pre-knowledge of test content is found.

## Identification (ID) Discrepancies

- If, in the judgment of ETS or in the judgment of the test center administrator, there is a discrepancy in your ID information, you may be dismissed from the test center. In addition, ETS may decline to score your test or may hold or cancel your scores if the documents or photographs from test day cannot be validated, or if ETS has evidence that you did not appear for the test or did not take the entire test yourself. If your scores are canceled by ETS for any of these reasons, your test fee will not be refunded.
- ETS may also cancel scores, ban the test taker from future testing, and notify score recipients of the cancellation if fraudulent activity is detected after scores have been reported.

## Plagiarism

ETS reserves the right to cancel the scores of test takers when, in its judgment, there is evidence that a writing response includes text that is substantially similar to that found in other TOEFL responses, or that quotations or the paraphrasing of language or ideas from published or unpublished sources are used without attribution. Such responses do not reflect the independent compositional writing skills that the test is intended to measure.

## Invalid Scores

ETS may also cancel scores if, in its judgment, there is substantial evidence that the scores are invalid for any other reason. Such evidence may include, without limitation, unusual answer patterns and/or inconsistent performance on different parts of the test. Before canceling scores pursuant to this paragraph, ETS notifies the test taker in writing about its concerns, gives the test taker an opportunity to submit information that addresses those concerns, considers any such information submitted, and offers the test taker a choice of options. The options may include voluntary score cancellation or arbitration in accordance with the ETS standard Arbitration Agreement. Additional information which describes Why and How ETS Questions Scores in detail is available on the website at [www.ets.org/toefl/ibt/scores/policies/](http://www.ets.org/toefl/ibt/scores/policies/). **Note: The arbitration option is available only for tests administered in the United States and U.S. territories.**

## Liability

ETS shall have no liability to any test taker for damages or claims of any kind whatsoever that a test taker may assert against ETS for holding or canceling scores, for not reporting scores, for banning the test taker from future testing, or for disclosure of test taker information pursuant to ETS's rights as set forth in this document.

## Changes in Terms and Conditions

- You agree that ETS may amend or change these terms and conditions from time to time at its discretion by providing notice in the TOEFL section of [www.ets.org](http://www.ets.org) or in any of the appropriate TOEFL documents, or by emailing or otherwise giving notice to you.
- If you provide TOEFL information after the effective date of an amendment or if, before the effective date, you fail to withdraw your TOEFL information from all applicable score users or otherwise fail to instruct them not to access your score data, you will be deemed to have consented to the amendment. This does not restrict ETS from using another method for amendment under any of the TOEFL documents.

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# SCORES AND SCORE REPORTING *(continued)*

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## Other Score-related Information

### Acceptable Scores or Score Requirements

Each institution or agency decides for itself what scores or ranges of scores are acceptable. Score requirements vary depending on such factors as your level of study (undergraduate or graduate), your field of study, whether or not you will be a teaching assistant, and whether or not the institution offers special courses in English as a foreign or second language. There are no specific passing or failing scores set by ETS. If you have questions about how your scores are used or interpreted, contact the institution or agency directly.

If you are taking the test for certification purposes or for specific employment, check to see if a speaking score is required. If it is, you will need to take the TOEFL iBT test, which is a 4-skills test with a Speaking section. The TOEFL iBT test is administered via the internet.

### ETS Data Retention

ETS shall at all times protect your personally identifiable information with operational, administrative, technical and physical security safeguards. Unless your photograph or other biometric samples taken during registration or on test day are being used in connection with a test security investigation, ETS shall retain your samples for a maximum of 3 years, unless local regulations limit retention.

We will keep your information as necessary to meet the following requirements:

- To protect against fraud, theft, and misrepresentation by unauthorized test takers
- For the purpose of identity verification
- To maintain the integrity of the testing process

Individually identifiable TOEFL test scores are retained in a database for 2 years. After 2 years, all test taker information and test scores are removed. If you took the test more than 2 years ago, you will have to take the test again to have scores provided to you, an institution or an agency.



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# SCORES AND SCORE REPORTING *(continued)*

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## Confidentiality of Scores

- The TOEFL Program protects the information that is stored in data or research files held by ETS from unauthorized disclosure. Under certain specific conditions, this data may be shared.
- ETS's goal is to report valid scores that reflect the test taker's own unaided abilities. In the interest of that goal, ETS reserves the right to share any and all information in its possession about a test taker and the terms and conditions of test taking with (a) any entity which ETS recognizes as an authorized user of TOEFL test scores, including without limitation any entity to which ETS reports scores at the test taker's request, and (b) any government agency responsible for administration or enforcement of U.S. criminal and/or immigration laws.
- That information includes, but is not limited to, test taker identifying information, information concerning the conduct and findings of any test security investigation, and information regarding the test center where the test was taken.
- Your score report and the documents you complete that are retained by ETS (for example, your photograph) may be released to third parties such as government agencies or parties to a lawsuit if requested pursuant to a subpoena or required by applicable law.

## Test Question Inquiries

Language specialists prepare TOEFL test questions following very careful, standardized procedures developed to ensure that all test material is of consistent high quality. Each question is reviewed by several members of the ETS staff. The TOEFL Committee of Examiners (COE), an independent group of professionals in the fields of linguistics, language testing and language teaching that reports to the TOEFL Board of Trustees, establishes overall guidelines for test content and specifications. After new test questions have been reviewed and revised as appropriate, they are selectively administered in trial situations and then assembled into tests. The tests are then reviewed using established ETS and TOEFL procedures to ensure that all possible versions of the test are free of cultural bias, and the statistical analysis of each individual question ensures that all items provide the appropriate measurement information.

Although ETS conducts extensive quality control checks throughout the development of test questions and the preparation of final tests, typographical errors or flaws in questions can still occur. If you suspect a problem or want to question a test item for any reason, notify ETS using one of the following methods within 7 days after taking the test:

- Inform the test center administrator before you leave the test center
- Write to:  
TOEFL Test Question Inquiries  
ETS, MS 42N  
Rosedale Road  
Princeton, NJ 08541-0001, US
- Send a fax to +1-609-683-2600

When you contact ETS, please include:

- Name of the test
- Test section
- Test date
- Name of the test center
- Number of the question (if possible)

# INSTITUTION AND DEPARTMENT CODES

## Institution Codes

Up-to-date information on the institutions and agencies accepting TOEFL scores is on the website at [toeflgoanywhere.org](http://toeflgoanywhere.org) and available during online registration. **If an intended score recipient is not listed, contact the institution or agency directly to get the code number before you register.** Using official destination codes ensures your score reports are sent to the correct locations. **Note:** If you are applying for graduate study, see the Department Code list below. Use the correct code to be sure your scores go to the intended location.

## Department Codes

Use the following codes when selecting institutions, agencies or programs to receive your scores. Using official department codes will ensure your score reports are sent to the correct locations.

00 – Undergraduate and all other test takers not applying for Graduate Study, Graduate Schools, or Business or Law Schools

01 – If you are applying for **Graduate** Study in a field other than Business or Law, use the appropriate code from the list below

02 – Graduate Schools of Management

03 – Law Schools

### HUMANITIES

11 Archaeology  
12 Architecture  
26 Art History  
13 Classical Languages  
28 Comparative Literature  
53 Dramatic Arts  
14 English  
29 Far Eastern Languages and Literature  
15 Fine Arts, Art, Design  
16 French  
17 German  
04 Linguistics  
19 Music  
57 Near Eastern Languages and Literature  
20 Philosophy  
21 Religious Studies or Religion  
22 Russian/Slavic Studies  
23 Spanish  
24 Speech  
10 Other foreign languages  
98 Other humanities

### SOCIAL SCIENCES

27 American Studies  
81 Anthropology  
82 Business and Commerce

83 Communications  
84 Economics  
85 Education (including M.A. in Teaching)  
01 Educational Administration  
70 Geography  
92 Government  
86 History  
87 Industrial Relations and Personnel  
88 International Relations  
18 Journalism  
90 Library Science  
91 Physical Education  
97 Planning (City, Community, Urban, Regional)  
89 Political Science  
93 Psychology, Clinical  
09 Psychology, Educational  
58 Psychology, Experimental/Developmental  
79 Psychology, Social  
08 Psychology, other  
94 Public Administration  
50 Public Health  
95 Social Work  
96 Sociology  
80 Other social sciences

### BIOLOGICAL SCIENCES

31 Agriculture  
32 Anatomy  
05 Audiology  
33 Bacteriology  
34 Biochemistry  
35 Biology  
45 Biomedical Sciences  
36 Biophysics  
37 Botany  
38 Dentistry  
39 Entomology  
46 Environmental Science  
40 Forestry  
06 Genetics  
41 Home Economics  
25 Hospital and Health Services Administration  
42 Medicine  
07 Microbiology  
74 Molecular and Cellular Biology  
43 Nursing  
77 Nutrition  
44 Occupational Therapy  
56 Pathology  
47 Pharmacy  
48 Physical Therapy  
49 Physiology

55 Speech-Language Pathology  
51 Veterinary Medicine  
52 Zoology  
30 Other biological sciences

### PHYSICAL SCIENCES

54 Applied Mathematics  
61 Astronomy  
62 Chemistry  
78 Computer Sciences  
63 Engineering, Aeronautical  
64 Engineering, Chemical  
65 Engineering, Civil  
66 Engineering, Electrical  
67 Engineering, Industrial  
68 Engineering, Mechanical  
69 Engineering, other  
71 Geology  
72 Mathematics  
73 Metallurgy  
75 Oceanography  
76 Physics  
59 Statistics  
60 Other physical sciences

**Use 99 for any department not listed.**

# COUNTRY AND REGION CODES

Use this list when indicating the code for your country of residence (your current mailing address), the code for your country of citizenship, and the code for your native country (the country where you were born).

001	Afghanistan	126	Cook Islands	273	Iraq	380	Morocco	503	Slovakia
003	Albania	130	Costa Rica	275	Ireland	385	Mozambique	504	Slovenia
005	Algeria	290	Cote d'Ivoire	280	Israel	090	Myanmar	506	Solomon Islands
007	American Samoa	133	Croatia	285	Italy	388	Namibia		
		135	Cuba	295	Jamaica	386	Nauru	507	Somalia
008	Andorra	137	Curacao	300	Japan	387	Nepal	510	South Africa
010	Angola	140	Cyprus	305	Jordan	390	Netherlands	526	South Sudan
011	Anguilla	142	Czech Republic	308	Kazakhstan	395	Netherlands Antilles	515	Spain
012	Antigua and Barbuda	150	Denmark	310	Kenya			520	Sri Lanka
		153	Djibouti	312	Kiribati	396	New Caledonia	525	Sudan
015	Argentina	154	Dominica	314	Korea, Democratic	405	New Zealand	527	Suriname
016	Armenia	155	Dominican Republic		People's Republic of	420	Nicaragua	530	Swaziland
017	Aruba					425	Niger	535	Sweden
020	Australia	165	Ecuador			430	Nigeria	540	Switzerland
025	Austria	170	Egypt	315	Korea, Republic of	433	Niue	545	Syrian Arab Republic
029	Azerbaijan	175	El Salvador			367	Northern Mariana Islands	555	Taiwan (Republic of China)
035	Bahamas	183	Equatorial Guinea	317	Kosovo, Republic of				
040	Bahrain					435	Norway		
045	Bangladesh	182	Eritrea	320	Kuwait	443	Oman	556	Tajikistan
050	Barbados	184	Estonia	323	Kyrgyzstan	445	Pakistan	560	Tanzania, United Republic of
094	Belarus	185	Ethiopia	325	Lao, People's Democratic Republic	447	Palau		
055	Belgium	188	Falkland Islands			211	Palestine Territories	565	Thailand
056	Belize			328	Latvia	450	Panama	566	Timor-Leste
058	Benin	187	Faroe Islands	330	Lebanon	400	Papua New Guinea	567	Togo
060	Bermuda	190	Fiji	333	Lesotho	455	Paraguay	570	Tonga
063	Bhutan	195	Finland	335	Liberia	460	Peru	575	Trinidad and Tobago
065	Bolivia	200	France	340	Libya	465	Philippines	580	Tunisia
067	Bonaire, Saint Eustatius and Saba	202	French Guiana	343	Liechtenstein	470	Poland	585	Turkey
		204	Gabon	344	Lithuania	475	Portugal	584	Turkmenistan
069	Bosnia and Herzegovina	205	Gambia	345	Luxembourg	474	Puerto Rico	586	Turks and Caicos Islands
		206	Gaza Strip	347	Macao	477	Qatar		
070	Botswana	208	Georgia	348	Macedonia, Former Yugoslav Republic of	482	Reunion	587	Tuvalu
071	Bouvet Island	210	Germany			483	Romania	590	Uganda
075	Brazil	215	Ghana	350	Madagascar	484	Russian Federation	589	Ukraine
081	Brunei Darussalam	220	Greece	355	Malawi	487	Rwanda	591	United Arab Emirates
		225	Greenland	360	Malaysia	486	St. Kitts and Nevis	588	United Kingdom
593	Burkina Faso	227	Grenada	361	Maldives	521	St. Lucia	592	United States
092	Burundi	228	Guadeloupe	363	Mali	502	St. Mararten (Dutch Part)	595	Uruguay
307	Cambodia	229	Guam	365	Malta	522	St. Vincent and the Grenadines	594	Uzbekistan
095	Cameroon	230	Guatemala	368	Marshall Islands			596	Vanuatu
100	Canada	233	Guinea	366	Martinique			600	Venezuela
106	Cape Verde	234	Guinea-Bissau	369	Mauritania			605	Vietnam
110	Cayman Islands	235	Guyana	370	Mauritius	620	Samoa	077	Virgin Islands (British)
113	Central African Republic	240	Haiti	375	Mexico	488	San Marino		
		597	Holy See (Vatican City State)	107	Micronesia, Federated States of	489	Sao Tome and Principe	607	Virgin Islands (U.S.)
114	Chad					490	Saudi Arabia	611	West Bank
115	Chile	245	Honduras			497	Senegal	623	Yemen
457	China, People's Republic of	250	Hong Kong	376	Moldova, Republic of	494	Serbia	635	Zambia
120	Colombia	251	Hungary			498	Seychelles	480	Zimbabwe
122	Comoros	255	Iceland			500	Sierra Leone		
630	Congo, The Democratic Republic of	260	India	378	Monaco	505	Singapore		
		265	Indonesia	379	Mongolia				
		270	Iran, Islamic Republic of	354	Montenegro				
125	Congo			381	Montserrat				

Use 999 for any country/region not listed.

# NATIVE LANGUAGE CODES

Use this list when indicating the code for your native language.

101	Afrikaans	428	Finnish	359	Kurukh	372	Santali
104	Akan	434	French	343	Lao	415	Serbian
405	Albanian	122	Fulah	452	Latvian	170	Shona
107	Amharic	125	Ga	145	Lingala	360	Sindhi
501	Arabic	436	Galician	453	Lithuanian	361	Sinhalese
401	Armenian	151	Ganda	148	Luba-Lulua	473	Slovak
301	Assamese	438	Georgian	153	Luo	474	Slovenian
402	Azerbaijani	437	German	358	Luxembourgish	173	Somali
417	Bambara	440	Greek	454	Macedonian	478	Spanish
403	Bashkir	201	Guarani	375	Madurese	364	Sundanese
404	Basque	320	Gujarati	156	Malagasy	176	Swahili
408	Belarusian	266	Gwichin	345	Malay	481	Swedish
111	Bemba	133	Hausa	346	Malayalam	367	Tagalog
305	Bengali	507	Hebrew	455	Maltese	482	Tajik
113	Berber	319	Hiligaynon	159	Mandingo	370	Tamil
303	Bikol	323	Hindi	348	Marathi	371	Tatar
411	Bosnian	443	Hungarian	607	Marshallese	373	Telugu
407	Bulgarian	136	Igbo	162	Mende	376	Thai
307	Burmese	447	Icelandic	362	Minangkabau	379	Tibetan
410	Catalan	326	Iloko	341	Mongolian	179	Tigrinya
312	Cebuano	328	Indonesian	128	Mossi	622	Tonga
114	Chichewa	269	Inupiaq	608	Nauru	484	Turkish
315	Chinese	450	Italian	351	Nepali	483	Turkmen
412	Chuvash	331	Japanese	456	Norwegian	182	Twi
414	Croatian	332	Javanese	131	Nyanja	368	Uighur
413	Czech	335	Kannada	353	Oriya	487	Ukrainian
416	Danish	121	Kanuri	127	Oromo	385	Urdu
419	Dutch	338	Kashmiri	610	Palauan	495	Uzbek
418	Dyula	339	Kazakh	459	Polish	388	Vietnamese
116	Efik	310	Khmer	613	Pohnpeian	185	Wolof
422	English	142	Kikuyu	461	Portuguese	178	Xhosa
425	Estonian	123	Kinyarwanda	355	Punjabi	631	Yapese
119	Ewe	352	Konkani	357	Pushto	442	Yiddish
504	Farsi	340	Korean	464	Romanian	188	Yoruba
601	Fijian	604	Kosraean	467	Russian	300	Yupik
		342	Kurdish	616	Samoan	396	Zhuang
						191	Zulu

Use 999 for any language not listed.

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# 2019–20 TEST DATES

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Test Dates	Mail-in Registration Deadline	Online Registration Deadline	Approximate Score Report Mailing Dates
October 12, 2019 November 9, 2019 February 8, 2020 April 4, 2020	August 26, 2019 September 23, 2019 December 23, 2019 February 17, 2020	September 13, 2019 October 11, 2019 January 10, 2020 March 6, 2020	November 13, 2019 December 11, 2019 March 11, 2020 May 6, 20120

**Note:** Not all test centers are scheduled to test on all dates. The most up-to-date information about test centers is in the Test Takers section of the TOEFL website at [www.ets.org/toefl](http://www.ets.org/toefl).

Visit the TOEFL website at  
[www.ets.org/toefl](http://www.ets.org/toefl)  
for the most up-to-date information.

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